



POWERPOOR

Empowering Energy Poor Citizens through Joint Energy Initiatives

POWERPOOR certification scheme

Working on the ground with energy-poor households and policymakers to mitigate energy poverty levels.

April 2021

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Work Package 3: Capacity building and multilevel knowledge creation

Deliverable D3.3: POWERPOOR Certification Scheme

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Table of abbreviations

Abbreviation	Explanation
EC	European Commission
EU	European Union
WPx	Work Package number x
Dx.y	Deliverable number y belonging to WPx
GDPR	General Data Protection Regulation
KPI	Key Performance Indicator
SECAP	Sustainable Energy and Climate Action Plan

1 Introduction

POWERPOOR aims at developing support schemes for energy poor citizens while encouraging the use of alternative financing schemes (e.g., establishment of energy communities/cooperatives, crowd funding campaigns). POWERPOOR will facilitate experience and knowledge sharing, as well as the implementation of small-scale energy efficiency interventions and the installation of renewable energy sources, increasing the active participation of citizens towards mitigating the phenomenon.

The support schemes aiming at alleviating energy poverty will be designed, developed, and implemented in eight pilot countries across Europe (Bulgaria, Croatia, Estonia, Greece, Hungary, Latvia, Portugal, Spain). A network of certified Energy Supporters and Mentors will be established to promote and facilitate these support programmes/schemes to (more than 22,000) households suffering from energy poverty with the goal to plan and implement energy efficiency interventions, as well as to participate in joint energy initiatives. The engagement is going to be facilitated through various planned activities, such as Info Days, the establishment of Local Energy Poverty Alleviation Offices, and the deployment of ICT-driven tools planned to engage citizens suffering from energy poverty.

The network of Energy Supporters and Mentors will be trained through the developed modular POWERPOOR training sessions, that combine theory and practice. After the training, the potential Supporters and Mentors will get certified through an iterative process that will be described in the deliverable at hand. The Energy Supporter and Mentor certificates can act as a proof of participating and completing a well-structured training process and that the certified individuals can support citizens suffering from energy poverty to alleviate the phenomenon.

1.1 Purpose & Scope

The purpose of the certification scheme is to establish a well-defined framework that includes the training sessions, an assessment, the obligations requisites and all the benefits that apply horizontally to all the potential Energy Supporters and Mentors. The overall scope of this deliverable (D3.3) is to delve into the certification process i.e., training, testing, and eventually certifying the potential Energy Supporters and Mentors.

Essentially:

- ▶ The participants (potential Energy Supporters and Mentors) will build their capacity so they can successfully support households suffering from energy poverty.
- ▶ The partners will be enabled to follow a common, transparent, and objective certification procedure.
- ▶ The certificate will be a stand-alone value-adding process that will also act as an extra incentive for the potential interested individuals to be engaged in the project activities.

For the development of the certification scheme, a consultation co-creative approach within the consortium took place. An initial draft of the scheme was distributed to the partners and they incorporated their valuable insights, comments, and contributions. The certification process was further discussed in the consortium's bi-monthly teleconferences. In addition, experiences from the internal capacity building activities, such as the Train the Trainers Programme and the 1st Internal Capacity Building Workshop, provided insights on the certification scheme's future application and rollout.

Under the activities of the certification scheme, it is expected that over 1.100 Energy Supporters and Mentors will be involved in the project, get certified and provide support to energy poor households and municipalities, as well as support the creation of energy communities or cooperatives and crowdfunding campaigns.

All the POWERPOOR partners in all the pilot countries will use the certification scheme as a guide to facilitate the progress of training, assessing, and certifying the potential Energy Supporters and Mentors. They will follow the scheme's procedures described in this document regarding the training programmes, the assessments, the monitoring of Energy Supporters' and Mentors' obligations and the provision of the respective benefits. All partners can adjust the certification scheme if they deem necessary according to the special conditions of the national context.

1.2 Structure of the document

The structure of this document is as follows. **Section 2** provides the fundamental elements of the POWERPOOR Certification Scheme, such as the distinct roles of Energy Supporters and Mentors, the selection criteria, the expected added value of the scheme for the project and its stakeholders, the training process, the certificate, and the proof of attendance available, along with the certifying body, and the ownership of the scheme. **Section 3** describes issues related to the provided "Proof of Attendance". **Section 4** develops fully the issues related to the "POWERPOOR Certificate", such as the scope, the certification options, the assessment content, the obligations, the benefits, and the exploitation potential. Finally, **section 5** concludes the document at hand.

2 The POWERPOOR Certification Scheme

2.1 Background and motivation

2.1.1 Need for a certification scheme

A certification scheme can be a means for verifying that the holders of the respective certificate have obtained the capacity through training to work on a given field of expertise. Typically, certification schemes are being developed by educational institutions, independent organisations or even businesses, planning specific trainings that cover specific areas of expertise.

The POWERPOOR certification scheme offers to individuals of various backgrounds the opportunity to gain expertise and insights in alleviating energy poverty using innovative financing schemes. Furthermore, it assures that the holders have the skills needed to support households to alleviate the phenomenon. The learning process, developed within the project, provides the participants both with the technical skills needed to assess whether a household suffers from energy poverty and with some soft skills or social competences needed to address the multifactorial problem of energy poverty that requires a delicate and discreet approach, when working on the field with citizens and communities suffering from the phenomenon.

2.1.2 Value proposition

A certification framework certifying the Energy Supporters and Mentors' capacity on supporting citizens and communities to alleviate energy poverty, gained after a training process adds value to the participants themselves as well as to other stakeholders. The POWERPOOR certification scheme is based on a modular training programme tailor made for the potential Energy Supporters and Mentors needs that will support citizens to mitigate energy poverty both in a household and a community level. The certification scheme's value proposition and the added value for all the stakeholders engaged in the project is described below.

For the Energy Supporters and Mentors

The potential participants taking part in the training process have broad professional backgrounds, ranging from local and regional authorities' employees, members of existing energy cooperatives or communities, and social workers to civil society members, university students and engineers already working on the field of energy. All these people will build the capacity to support citizens and households suffering from energy poverty by proposing small- or large-scale energy efficiency interventions and behavioural changes that can enhance their energy efficiency coupled with the innovative financing schemes that can support these interventions, enhance their overall energy efficiency, and lower the household's energy bills. An awarded certificate can be a means of recognition of the supporters' and mentors' commitment to POWERPOOR 's activities and to their willingness to support the mitigation of energy poverty. Furthermore, certificates create added value also by recognising the holder's

proficiency and expertise on the field of energy poverty alleviation and by creating visibility for the supporter and mentor and their actions. The benefits for the potential energy supporters and mentors and the certification's expected value in details can be found below.

General

- Gain a sense of accomplishment when supporting people suffering from a multidimensional phenomenon assisting them to enhance their living conditions.
- Participate in a well-structured learning process, which combines theory, practice, and formal testing.
- Gain expertise and knowledge on a phenomenon that affects many people across Europe.
- Gain expertise on innovative financing schemes and on joint energy initiatives. Learn how to set up and support energy communities/cooperatives and how to set crowdfunding campaigns.
- Learn how to use ICT-driven tools that can facilitate the process of supporting energy poor citizens.
- Promote personal development, enhancing the soft skills required in the fieldwork.
- Understand the role of local governments to support the development of energy poverty alleviation actions together with local stakeholders.
- Acquire a certified proof of competence.

Networking

- Become a member of an extended EU-wide network of mentors and supporters.
- Cooperate/ interact with experts and recognised professionals in a national and European level.

Professional

- Gain visibility in the area.
- Enhance CV and professional credibility.
- Gain working experience, especially valuable for newcomers in the job market.
- Encourage life-long learning and professional development.
- Improve career opportunities.

For the POWERPOOR project

The POWERPOOR project can gain credibility as the impact of its activities can be validated and monitored. The standards set for the learning outcomes can be easily assessed for their success in a transparent and undisputed way. In that way, the certification scheme acts also as a control process for the quality of the project activities through the continuous feedback provided by the various stakeholders. Another dimension of the expected value is the enhancement of the participants' engagement. A well-structured certification scheme which adds value to individuals can incentivise them both to participate and keep their interest alive during the project's duration as well as after its completion.

Other stakeholders

Except for the trainees and the POWERPOOR project, various stakeholders have been identified especially within the activities of WP4 that can take part in the certification's scheme value proposition. Each one of them may gain value of different kind, as their priorities and needs are diverse. However, they also impact the achievement of the POWERPOOR goals and its overall success.

► Citizens

The citizens, and especially the ones suffering from energy poverty, will be supported by certified individuals, capable of promoting and implementing energy efficiency interventions/actions in households and community level. They will also have access to innovative financing schemes enabling them to lower their energy bills and/or secure funds required for small- or large-scale interventions.

► Local/ Regional authorities

Members or employees in the participating local and regional authorities are welcome to be trained and certified to become Energy Supporters and Mentors to support citizens suffering from energy poverty in a local level. Furthermore, Local Energy Poverty Alleviation Offices will be established and run by certified mentors, with a main responsibility of supporting the alleviation of energy poverty through joint energy initiatives in a community level. The mentors will be trained to identify, propel, and implement solutions to alleviate energy poverty such as setting up an energy community or cooperative and/or organising a crowd funding campaign. Finally, the certified POWERPOOR mentors will be able to support local authorities in introducing the energy poverty dimension in their Sustainable Energy and Climate Action Plan (SECAP) or relevant energy and social services plans.

► Energy communities/cooperatives

Members of the already established energy communities/cooperatives can participate in the POWERPOOR certification scheme and learn how they can connect the issue of energy poverty with the existing community or cooperative. These individuals will have a twofold role: on the one hand they will enhance the initiative's capacity to incorporate energy poverty alleviation actions, and on the other hand they will share their valuable hands-on experience of setting up and running an energy community or cooperative with the POWERPOOR network.

► **NGOs / social services / housing providers & associations / health practitioners**

The planned activities under the POWERPOOR project’s training and certification scheme are going to engage a large number of individuals whose professional background has to do among others with serving the civil society, social & health services and housing sector. This is expected to increase the visibility of the energy poverty problem to a wider audience. In addition, these participants will gain knowledge on how to relate the energy poverty phenomenon to their current activities, developing synergies, and looking at the energy poverty issue from different dimensions.

► **Energy market**

The energy market includes several actors, such as energy planners, energy providers, utilities, energy services companies (ESCOs), technology providers financing institutions for energy projects e.tc. The POWERPOOR network for energy supporters & mentors can be considered as a pool of potential employees with certified capacity in addressing energy poverty and with Europe-wide established connections.

Table 1 : Overview of the value proposition of the POWERPOOR certification scheme.

The Energy Supporters and Mentors	The POWERPOOR project	Other stakeholders
Sense of accomplishment by offering support to citizens and communities suffering from energy poverty to alleviate the phenomenon	Tangible impact of the training activities	Opportunities to access a European wide network of organisations, experts, associations.
Enhanced knowledge, skills, and competences	Quality control of the process	Promotion of the energy poverty dimension in SECAPs and similar actions
Becoming a member of a European wide network	Extra incentive to the participants to stay engaged in the POWERPOOR approach	Interaction and experience sharing
Enrichment of competencies in the CV	Continuous feedback from the potential Energy Supporters and Mentors	Establishment of a large network of experts

Proof of commitment to professional development via life-long learning activities	Gathering insights from practitioners to build specific deliverables of the project, such as the National Policy Roadmaps, the Energy Poverty Guidebook, among others.	Credentials for up-to-date knowledge
Certified capabilities	Evidence-based records of the POWERPOOR capacity building efforts	Enhancement of joint energy initiatives and increase of their validity to the public eye

2.2 Participants

2.2.1 Role of the energy supporters and mentors

Energy Supporters and Mentors lie in the heart of the certification scheme, as they are the ones that will undertake energy poverty alleviation activities under the POWERPOOR support programmes that will be developed in the pilot countries as well as will be rolled out in an EU level, especially in the final cycle of the project's duration. It is important to clearly define their respective roles, as it has been specified under work performed in subtask 3.3.1.

Energy Supporters will engage citizens suffering from energy poverty, provide advice on behaviour changes and propose small scale interventions. Energy Supporters will enable citizens suffering from energy poverty to plan, secure funding and implement energy efficiency interventions. Energy Supporters are the ones that will support the households and will undertake the face-to-face meetings and house visits. Advice will be given for implementing low cost/ no regret measures, as these are more acceptable to citizens suffering from energy poverty, while other measures will also be proposed, alongside with available funding opportunities. The supporters will mainly utilise the tools POWER-TARGET and POWER-ACT to identify citizens suffering from energy poverty and propose to them behavioural changes and tips and tricks to lower their energy consumption and/or their energy expenses.

Energy Mentors will provide support and expertise in all the key areas associated with the operation and/or creation of an energy community/cooperative, comprised of energy poor citizens as well as with setting a crowdfunding campaign. Energy Mentors' focus is more on the community side, proposing innovative financing schemes, and supporting the Energy Poverty Alleviation Offices that will be a one stop shop addressing all the energy poverty issues in a community level. In addition, where possible, energy mentors will be able to engage and contribute to sustainable energy and climate action processes carried out by local governments. The Mentors will go through the Supporters' training first, so they gain understanding on energy poverty, its concepts,

policies, and effects on a household level and then proceed with expanding their knowledge on how it affects the community and can be tackled collectively.

Elaborating further on the described activities that supporters and mentors will undertake in the context of their role, they will provide technical support to energy poor households, either online or by performing on site home visits, and report back to the local POWERPOOR partners for feedback and optimisation of the support programme. Under the designed energy poor support programmes/ schemes, each Energy Supporter and Mentor will provide technical support to on average at least 15 households suffering from energy poverty each year within the project duration and beyond. Through these support programmes, energy poor citizens will realise the impact of their energy use, implement behavioural changes and energy efficiency interventions, and will be motivated to participate in energy communities/ cooperatives and/or crowdfunding campaigns. The Energy Supporter's technical assistance could be provided either online or directly by undertaking selected home visits.

Regarding the home visits, the Supporters mainly and Mentors if they wish to will allocate and analyse the energy consumption patterns to propose relevant actions and behavioural changes that can contribute to improved energy efficiency with a positive impact on energy savings and costs reduction. They will do so by utilising the POWERPOOR toolkit developed under WP2 and the material of the Training Modules developed under WP3. They are also expected to provide online support via the help desk available in the POWERPOOR toolkit (1-5 times per month per Energy Supporter/Mentor) within the project duration and beyond. To do so, communication channels in a national level are expected to be used, so that Supporters/Mentors and citizens can interact and act further on reducing the energy costs and enhancing energy efficiency. Particularly the mentors will be expected to support citizens suffering from energy poverty to join innovative joint energy initiatives enabling them to lower their energy bill costs. To this end the supporters can redirect interested citizens to the local Energy Poverty Alleviation Office for further assistance by the mentor running it. An overview of the expected households engaged in the POWERPOOR project as it has also been set in the project's KPIs is given below for each one of the pilot countries as well as in an EU level.

Table 2 : Expected households engaged in POWERPOOR

Activity	BG	HR	EE	GR	HU	LV	PT	ES	EU
Expected households engaged in POWERPOOR	2.900	1.700	1.900	5.000	1.600	500	3.300	3.600	1.500

2.2.2 Target group

Participation in the certification scheme is of high importance, as the POWERPOOR project aims to significantly impact energy poverty alleviation. Therefore, energy poverty

needs to be addressed in all its dimensions - financial, social, technical, environmental-, which means that participants from various sectors are valuable, need to be engaged in the learning process, and get certified. As a result, the POWERPOOR certification scheme target groups include but are not limited to individuals from the following areas of expertise (as developed within the course of subtask 3.3.1):

- employees of local and regional authorities
- individuals that are members of existing energy cooperatives or communities
- social workers
- educators
- health practitioners
- local consultants
- professionals and entrepreneurs in the field of sustainable energy
- university graduates, students, and young scientists or young individuals
- civil society organisations
- retired people
- house keepers
- anyone willing to be trained in the field of energy poverty alleviation

The POWERPOOR project aims at attracting a large number of Energy Supporters and Mentors, about 1,100 across Europe.

Table 3 : Expected supporters and mentors to be engaged in POWERPOOR

	BG	HR	EE	GR	HU	LV	PT	ES	Rest EU	Total
Energy Supporters/ Mentors	145	90	100	235	80	25	165	160	100	1,100
Expected energy poverty households engaged in POWERPOOR (in thousands)	2.9	1.7	1.9	5.0	1.6	0.5	3.3	3.6	1.5	22

2.2.3 Selection criteria

Professionals from various backgrounds are expected to be engaged and are candidates to be potential Energy Supporters and Mentors. Educational backgrounds (university or trade school level) are preferred but this it is not a limiting factor. The expected

background of knowledge and expertise can be but not limited to one of the categories listed below, as developed in subtask 3.3.1:

- ▶ Electrotechnics
- ▶ Mechanical engineering
- ▶ Civil engineering
- ▶ Environmental Engineering
- ▶ Architecture and Urban Planning
- ▶ Sociology and Social workers
- ▶ Local or regional authorities' employees
- ▶ People working in the municipality
- ▶ Other (Urban planners, energy planners, geographers, economists, etc.)
- ▶ Students and young individuals

... and anyone with hands on experience or not, willing to be an active citizen!

2.3 Training Process

A focal reference point for the POWERPOOR certification scheme is the modular training provided to the participants so that they can build the capacity to become energy supporters and mentors and support citizens suffering from energy poverty. The training modules are thoroughly described in D3.2. Overall, there are four different modules covering issues varying from the energy poverty problem and energy poverty alleviation policies currently in place, to hands on exercises on how to perform an on-site home visit and information on how to set up an energy community. There are two different levels of training one for supporters and one for mentors. The former focuses on all the technical competencies and soft skills needed to directly support households suffering from energy poverty, the latter focuses on all the information needed to set up an energy community or cooperative and/or a crowdfunding campaign and how to support energy poverty alleviation in a community level also through local energy planning.

2.3.1 Type of trainings

The POWERPOOR project provides a number of training programmes to the potential Energy Supporters and Mentors both on a local and European level. **On a local level**, the POWERPOOR partners in each pilot country will organise the following training sessions within the three project engagement cycles:

- ▶ Face-to-Face (F2F) training seminars for interested organisations in each pilot country (cities, regions, social services, etc.). Representatives from organisations will receive training, get an assessment, and become certified Energy Supporters and/or Mentors. The aim of the F2F training seminars is to also support the establishment of the (at least) 15 Local Energy Poverty Alleviation Offices.

- ▶ Training seminars for Energy Supporters and Energy Mentors (up to 5 seminars in each pilot country with 30-40 individuals being trained each time).
- ▶ National virtual workshops (webinars) for Energy Supporters and Mentors with 20 individuals being trained each time.

Due to Covid-19 restrictions still in place in most of the pilot countries, all the trainings will be held online in the first engagement cycle. In the following cycles this will be reassessed according to the at the time conditions.

On a European level virtual workshops will be held, for training potential Energy Supporters and Mentors (training of 20 individuals across Europe each time) mainly during the 3rd engagement cycle.

2.3.2 Content

For the training of the potential Energy Supporters and Mentors, learning modules have been developed for online and on-site capacity building activities as described in Task 3.2 'Internal capacity building and train the Trainers Programme'. A training session has already taken place to train the professionals within the consortium that will train the potential Energy Supporters and Mentors in the national trainings and in a later stage in the European ones. The training session has been complemented by an internal capacity building workshop aiming at clarifying all the concepts presented in the training sessions. The training modules can be customised to the country specific contexts of the pilot counties to better reflect the specific conditions with regards to energy poverty and provide the participants with meaningful knowledge context. The content of the reference training material is the following:

1. Module 1 (ENPOV) includes the energy poverty concepts, policies and multilevel governance in a global and EU scope, along with the approach, concept, and content of the POWERPOOR approach and a short description of the tools developed, with a focus on the POWER-TARGET tool.
2. Module 2 (ACTIONS) includes energy poverty alleviation policies and practices: Low cost/no regret measures that citizens suffering from energy poverty can implement to reduce energy consumption and energy expenses along with promoting behaviour change and providing best practices in implementing energy efficiency measures and energy interventions. This module will also focus on the POWER-ACT tool.
3. Module 3 (FUND) includes a description of energy cooperatives, crowdfunding and other joint initiatives: Best practices, methodologies and innovative approaches for establishing joint energy initiatives, emphasising on the strengths, opportunities and benefits of these joint ventures, as well as lessons learnt; Exemplary sustainable energy

projects, in terms of technological innovation, implementation, financing, impact and replication potential; Impact assessment of energy poverty projects in urban/national sustainability. This module also focuses on the POWER-FUND tool.

4. Module 4 (PLAN) includes climate and social innovation tools to alleviate energy poverty at a local level: Integration of energy poverty in sustainable energy and climate action planning and urban sustainability policies. This module will also present the Energy Poverty Guidebook for Energy Planning.

As presented above, the participants will also be trained to use the POWERPOOR toolkit, which is considered essential for the successful fulfilment of their activities in supporting citizens and communities suffering from energy poverty. The Energy Poverty Mitigation Toolkit will be developed to support energy poor citizens, public authorities, energy communities/cooperatives and other stakeholders, consisting of the following online stand-alone tools:

- ▶ The POWER TARGET data-driven tool that supports local and regional authorities to identify citizens suffering from energy poverty. This tool leverages qualitative and quantitative indicators, such as energy-related data, building characteristics and other sociodemographic data.
- ▶ The POWER ACT tool that is a citizen centred application, utilised by citizens to facilitate behaviour change and support them in implementing energy efficiency measures.
- ▶ The POWER FUND tool that provides citizens with information on funding opportunities for a variety of projects that can help to alleviate energy poverty, including: (a) an on-line marketplace for becoming a member of or creating an energy community/cooperative; and (b) how to set/ implement crowdfunding campaigns.

The final content and structure of the supporters and mentors' training modules in a national context will be prepared by the national POWERPOOR partners following the modules' structure as it has been developed and described in detail in D3.2.

2.3.3 Certification options

There are two certification options, prepared in accordance with the learning options provided for the potential Energy Supporters and Mentors, namely there is one training module for the Energy Supporters and one that follows for the Energy Mentors. Under these options, the potential Energy Supporters and Mentors, after having participated in the respective training sessions, they will be eligible to participate in the assessment part (testing), and if they successfully pass the assessment process, they will get certified. After they have successfully passed the assessment the potential Energy Supporters will

be nominated with the “Energy Supporter Certificate”. At the same time, the potential Energy Mentors (after they have successfully passed the test) will be given the “Energy Mentor Certificate”.

It is worth mentioning that the two-training options work as a series. All the participants regardless of whether they wish to become an Energy Supporter or an Energy Mentor, follow the same training up to a point. Then the Mentors complement their knowledge with a follow up training that delves into the community side (including local energy planning, setting up energy an energy community/ cooperative or a crowdfunding campaign etc.) thus if certified they can work both as a Supporter (supporting households) and as a Mentor (supporting communities). The training sessions that work as a series, include 5 hours that will present all the information of the four modules along with exercises, soft skills, instructions of how to do a simple energy audit, etc. followed by an extra 2.5 hours dedicated to the potential Mentors that will include hands on case studies delving more into the community side. More details on what the training sessions entail can be found in D3.2 and in section 4 of the document at hand.

The proposed certification options of the scheme are summarised on the following diagram.



Figure 1 : POWERPOOR Certification options of the scheme

After the 5 hours of training sessions the individuals wishing to become Energy Supporters will get tested and if successful, they will get certified. The potential Mentors will need to take up another 2.5 hours of training session, then get tested and if successful, get certified to work as both a Supporter and a Mentor.

Participating in the training process, the participants are eligible to gain one of the provided POWERPOOR certificates:

► **Proof of attendance**

This type of certificate will be given to those who will take part in the POWERPOOR training process, but they do not take part in the follow up assessment session or fail to successfully complete it. This proof of attendance does not mean that the potential individual is a certified Energy Supporter or Mentor, rather than it is a proof that they attended the training sessions but are not subjected to the POWERPOOR certification scheme’s benefits and obligations.

► **POWERPOOR Certification**

This type of certificate will be awarded to those who take part in the POWERPOOR training process, take part in the following assessment session, and successfully pass the test (>60% score). The awarded POWERPOOR Certificate can be either:

- An **Energy Supporter POWERPOOR Certificate** (for the successfully trained and assessed Energy Supporter participants)
- An **Energy Mentor POWERPOOR Certificate** (for the successfully trained and assessed Energy Mentor participants)

As mentioned above, the two trainings work as a series, the mentor needs to get trained and certified first as a supporter and then get trained and certified as a mentor. This is the case since the mentor is going to be trained mainly to alleviate energy poverty in a community level, and the supporters’ training includes all the information needed to address the issue in a household level. Thus, this is a bottom-up approach, initially the participants are learning how to identify citizens suffering from the phenomenon and supporting them to mitigate it in a household level and then they are getting trained on how to support citizens in a community level and how to leverage joint energy initiatives and innovative financing schemes to this end. More details are provided in Chapter 4 of the document at hand.

2.3.4 Schedule

The training activities will be held during the three engagement cycles, as seen in the following table. However, most of the training sessions are distributed between May 2021 to December 2022 (Cycle A and Cycle B) so the Energy Supporters and Mentors have enough time to work with energy poor households.

Table 4 : Distribution of the foreseen training activities within the 3 engagement cycles

Activity	Cycles	BG	HR	EE	GR	HU	LV	PT	ES	EU
F2F	Cycle A	1	1	1	1	1	1	1	1	-
	Cycle B	1	1	-	2	1	-	1	1	-
	Cycle C	-	-	-	-	-	-	-	-	-
Training Seminars	Cycle A	2	1	1	2	1	1	2	2	-
	Cycle B	1	1	2	3	1	-	2	2	-
	Cycle C	-	-	-	-	-	-	-	-	-
Webinars	Cycle A	1	1	1	1	1	1	1	1	-
	Cycle B	1	-	-	2	-	-	1	1	-

	Cycle C	-	-	-	-	-	-	-	5
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2.4 Fees

There are no fees, or any other cost expected to be covered by the participants. The training sessions and the certificates are offered free of charge.

2.5 Certification body

The certification body is responsible for all parts that constitute a certification scheme, such as issuing the certificate, establishing the processes, and standardising the assessment. Furthermore, the certification body is the organisation that assesses whether the expected outcome, in POWERPOOR's case the supporter and mentors' trainings, fulfil the requirements stated in the certification scheme. If the assessment verifies that the outcome is aligned with the requirements, the certification body has the authority to issue a certificate.

During the design and co-creation stage of the scheme, different options regarding the certification body were examined. Within the options was to include an Independent accredited certification body or to appoint one of the POWERPOOR partners as the responsible for the overall scheme.

The option of including an independent accredited certification body was considered as out of scope for the content and the purposes of the POWERPOOR project as POWERPOOR training focuses on a specific area of knowledge and its duration is limited to 7.5 hours maximum. The needed logistics and workload of the scheme can be handled with success by the POWERPOOR consortium, thus making the option of an independent accredited certification body of no value adding to the specific goals of the project.

The option of a partner, member of POWERPOOR consortium handling the whole scheme is not feasible, as it would put too much pressure and work only on one partner, making the role of the certification body inefficient. Furthermore, taking into account that the scheme's activities take place in 8 European countries and in an EU level, this option would fail to facilitate successfully the hundreds of participants all around Europe.

The third available option of realising the POWERPOOR certification scheme was the project consortium to act as the certification body, and it was considered as the most efficient option. All the partners in the pilot countries can support the activities of the certification scheme, saving time, money, and effort, as they are also involved in the training process. Moreover, the consortium, having undertaken the overall governance and activities of the certification scheme, can assure the successful engagement in the scheme, keeping frequent interaction with the participants, setting the standards and requirements, carrying out the assessments in a timely manner and communicating the feedback gained after each session so they can be incorporated in the next cycles. As a result, the consortium could guarantee that the scheme fulfils the transparency, quality, and validity, requirements for a certification with added value.

2.6 Ownership

The ownership of the scheme during the POWERPOOR project duration will be under the POWERPOOR project consortium. This is justified, as the consortium runs all the needed activities for the certification scheme, guarantees the quality of the procedures, and eventually awards the certificates. After the end of the project the sustainability of the certification scheme will fall under the responsibility of the POWERPOOR Alliance as described in D5.1.

3 Proof of attendance

3.1 Eligibility

The proof of attendance is awarded to participants that take part in the training process but for any reason they do not get certified and follow up on the benefits and obligations associated with becoming a certified Energy Supporter and Mentor or fail to pass the exams. The proof of attendance will be sent to individuals that will state up front that they wish to not get certified and to the ones that have not taken the exam in a timely manner. This way the proof of attendance can serve also as a gentle reminder for the ones that wish to get certified but somehow missed the test. Specifically, the proof of attendance is awarded to participants that:

For the potential Supporters

- Register in the Energy Supporters training (online or physical record).
- Participate in the 5-hour training session.

For the potential Mentors

- Register in the Energy Mentors training (online or physical record).
- Participate in the 5 hours of energy supporters training and the 2.5-hour training session dedicated to mentors.

3.2 Format of the “Proof” document

The “Proof of attendance” is a document awarded to the participants to verify their participation in the training modules, either as mentors or supporters. On the document (that can also be in electronic form), a short description of the content and the scope the POWERPOOR project and the assurance for the participation of the named participant in the trainings will be given.

Regarding the details on the document, the following will be indicated for each person individually:

- ▶ Logo of the European Commission and disclaimer
- ▶ Logo of the POWERPOOR project
- ▶ Short description of the content and the scope the POWERPOOR project.
- ▶ Title and short description of the training option followed.
- ▶ Name of the participant.
- ▶ Date of issuing for the Proof of Attendance
- ▶ The certification body.
- ▶ Signatures both by the local project partner and by the coordinator (NTUA), the former as a representative of the project, and the latter responsible for

the project coordination and the development of the certification scheme.

The document can be bilingual. English will be used as the first language, and each POWERPOOR partner's language, as the second one, if the local partners deem that it is necessary. A draft of the "Proof of attendance" can be found in Annex 2.

All details will be adjusted to be consistent with POWERPOOR's visual identity as it is agreed within the scope of WP6.

4 POWERPOOR Certificate

4.1 Scope of the POWERPOOR certificate

The POWERPOOR training process aims at building capacity on alleviating energy poverty by providing hands on exercises, instructions on how to use the dedicated ICT-driven tools and knowledge sharing through best practices mainly on how to leverage joint energy initiatives and innovative financing schemes to mitigate the phenomenon. The participants will have a diverse background of expertise and professional experience. As described in Section 2 of the document at hand, there are many benefits both tangible and intangible associated with participating and getting certified by the POWERPOOR project. In a broader scope, by awarding a certification to all the participants that have successfully fulfilled the evaluation process, the POWERPOOR consortium will be able to also get continuous feedback and evaluate the training activities themselves, by giving the participants a well-defined assessment framework able to also validate the learning outcomes themselves and the impact of the process, incorporating changes and feedback during the project when necessary.

The certificate is a verification that the holder followed a defined training and assessment procedure, under the POWERPOOR certification scheme, and has built the capacity to:

- Understand the energy poverty concepts, policies and multi-level governance.
- Stay informed about best practices, methodologies, technological innovations, and approaches in a national and European context.
- Use effectively the POWERPOOR toolkit.
- Promote energy poverty alleviation policies and practices.
- Support the use of climate and social innovation tools to alleviate energy poverty at a local level (integration of energy poverty in sustainable energy and climate action planning and urban sustainability policies).
- Identify and promote the use of innovative financing schemes and joint energy initiatives, such as energy cooperatives or communities, and crowdfunding.
- Engage and support energy poor households with discretion and tactfulness.
- Establish joint energy initiatives aiming at energy poverty alleviation.

As a result, the certification could contribute to successful energy poverty alleviation actions in a community level and new professional options for the individuals involved.

The certificate is offered either as the “Energy Supporter” certificate or the “Energy Mentor” certificate, according to the training session the participant followed. All

participants can get tested and be awarded with the certification if they successfully pass the test.

4.2 Types of Certificates

The types of certificate have been developed according to the designed training options, as presented in paragraph “2.3.3 Certification options”. Thus, there are provided with the following 2 types of certification:

- **“Energy Supporter” Certificate**

for all individuals that take part and complete the Energy Supporter Training session (5 hours duration) and are successfully assessed in the respective testing session.

- **“Energy Mentor” Certificate**

for all the energy supporters that take part in and complete the Energy Mentors’ Training session (2.5 hours duration) and are also successfully assessed in the respective testing session.

A template of the certificate can be found in the Annex 2 of the document at hand.

4.3 Eligibility

All participants who have registered and participated in a Supporter/ Mentor training (either onsite or online) are eligible to take part in the respective assessment test to be certified.

- **For the “Energy Supporter” Certificate:**

Candidates, who have completed the energy supporters’ training (5 hours), are eligible for the energy supporter certification assessment.

- **For the “Energy Mentor” Certificate:**

Candidates are eligible for the test after they have followed the mentors’ training (2.5 hours). To take part in the mentors’ training, they should have already completed the energy supporters training (5 hours) and be certified as Energy Supporters as well.

4.4 Assessment

A successful certification, with added value for the holders, needs to be based on a well-defined assessment framework. The process of assessment is at the core of the certification and contributes substantially to the quality and recognition of the certificate. Different types of assessment methods are available, and can be included in the assessment, the testing, and the verification. A certificate is issued by the

certification body, based on the assessment which verifies, that the participants meet the specified requirements upon reference standards.

4.4.1 Ethics

The assessment process needs to be governed by the following principles:

▶ **Objectivity**

The assessment methods will incorporate widely adopted practices, the evidence will be documented and clear, and the evaluation will use subjective criteria and processes for all participants.

▶ **Transparency**

The transparency of the certification process is of high importance, as all the participants should have clear view about all the parts of the scheme, such as the selection criteria, the training process, the assessment framework, the costs, the benefits, and the obligations.

▶ **Fairness**

The process needs to be fair against all participants, safeguarding equality and non-discrimination enabling participants to take part in the training and certification under equal conditions.

Regarding the assessment tools to be employed, they will follow the proposed European guidelines for validating non-formal and informal learning (CEDEFOP, 2015):

▶ **Validity**

the tool must measure what it is intended to measure.

▶ **Reliability**

the extent to which identical results would be achieved every time a candidate is assessed under the same conditions.

▶ **Fairness**

the extent to which an assessment decision is free from bias (context dependency, culture, and assessor bias).

▶ **Cognitive range**

whether the tool enables assessors to judge the breadth and depth of candidate's learning.

▶ **Fitness**

for purpose of the assessment ensuring the purpose of the assessment

tool matches the use for which it is intended.

4.4.2 Requirements

Transparency and integrity are important to the POWERPOOR certification scheme. Participants need to agree with the procedures, the GDPR compliance and the Honour Code set for the online testing originality, as it reconfirms their commitment to the process.

Accepting the honour code, participants agree that:

- a) They answer to the testing on their own, without any other third-party help.
- b) They do not share the test's questions and answers, during the assessment or after that, with anyone else, if not permitted to do so.

4.4.3 Standard

The necessity of a standard arises as the assessors need to have a reference point to assess the candidates' responses/ answers to the testing questionnaire. According to the European guidelines for validating non-formal and informal learning (CEDEFOP, 2015), "Awarding a certificate on the basis of non-formal and informal learning requires an agreed reference point, for example in the form of an official qualifications' standard, an occupational standard or an approved education program or curriculum. While it is possible to envisage the identification and documentation phases of validation – such as skills audits – to be carried out without a formalised standard, assessment and certification aiming for a qualification need to be carried out to an agreed and approved standard".

Therefore, for the purposes of the POWERPOOR certification scheme, the chosen certification standard is based on a three-pillar competency model. The three pillars are chosen, according to the content of the training, in this case will be a) knowledge, b) skills and c) competency.

Regarding the content of the standard for the POWERPOOR assessment, it is based on the provided training sessions, the exercises, the relative training material provided, the POWERPOOR toolkit and the content of the online training library available on the website:

- The knowledge part of the standard will be extracted by the training modules and the learning material available through the online library.
- The skills part will be based on the exercises' sessions, the case studies' and in some cases workshops that will take place, and the hands-on experience on the POWERPOOR toolkit that participants need to make use of, as part of the training activities.
- The competency part will come from the training activities as a whole. During the training sessions, both theoretical and practical ones, participants will be

trained concretely enough to respond effectively to the obligations (overcoming challenges around finding needed data, approaching effectively the energy poor households, combining theoretical guidelines with real-life context to propose feasible solutions e.tc.) as well as be presented with some soft skills needed to efficiently support individuals and communities.

As the POWERPOOR learning process is compact enough and the training modules incorporate knowledge, skills, and soft skills enhancement, it is preferred that the **threshold for successfully completing the test is to respond correctly to at least 60% of the total number of the testing questions**. Depending on the results (score) of the assessment, a candidate will pass or fail the certification process.

4.4.4 Methods

A certification assessment may use a number of methods. For instance, some of the available methods are written exam, multiple choice test, interview, case study, oral test, simulation, portfolio, practical activity. In any case, the chosen method depends on the aim and scope of the learning process as well as the material, and the goals of the assessment.

In the POWERPOOR certification scheme, the optimal assessment method is a multiple-choice test. This specific method was chosen as the results of such an exam are objective, and the assessors will be able to assess the participants' tests easily and punctually eliminating the subjectivity factor that may intervene in other types of exams, like written ones, interviews, or case studies. Moreover, all participants will be assessed in the same questions and be assessed by the same standard. Another positive factor of such an exam is the ease of use for the participants. This method can guarantee that the participants will get tested and assessed by responding to questions that are to the point in a time efficient manner.

The learning program, as mentioned above, is based on knowledge creation, however some technical and soft skills are also considered important. Also, the POWERPOOR toolkit lies in the core of the project activities. These objectives should be reflected on the assessment method. The chosen multiple-choice test method adequately checks the knowledge, skills, and competency of the participant in a time efficient manner for both the participants and the assessors alike.

For the *knowledge* and the *skills* part, the questions will refer directly to the provided theory part of the training materials and the use of the toolkit.

For the *competency* part, there will be multiple choice questions based on a case study or an exercise. Specifically, a case study or an exercise will be provided, and the participants have to answer a number of multiple-choice questions, so as to be assessed about how they would react on a real-life case. The case study will be one of the developed and available case studies that exist in the POWERPOOR repository (as presented in the training modules and developed by the partners). The case studies can also be country specific for the pilot countries. In fact, the case study or the exercise will be inspired by a realistic case in which an individual or a number of people take action to support energy poor households to alleviate the phenomenon of energy poverty. It

must be kept in mind that participants need to be assessed, not for knowing any information by heart, but for their competency to apply their gained knowledge and expertise to the situation presented to them in the case study or exercise.

Examples of the questions for the three parts can be found in Annex 1.

4.4.5 Tool(s)

In the POWERPOOR certification scheme, the assessment method will be multiple-choice questions. Some of the benefits associated with this method are:

- ▶ Limited costs (administrative, proctorial, travel e.tc.)
- ▶ Easy to conduct as many assessment exam sessions as needed.
- ▶ Scheduling adjusted to participants' needs and schedule.
- ▶ Participants from around Europe, not only in pilot countries, are able to take part in the training and the assessment exams.

As the assessment tool will be online testing, an online tool can be used. Its desired features are:

- ▶ Simplicity in use
- ▶ User-friendly interface
- ▶ Timer checker feature (not obligatory)
- ▶ Support all project countries' languages.

The potential tool that can be employed to conduct the exam can be as simple as a google form or the functionalities of Ms Teams that is used as the project's repository and collaborative space. The national partners' preference is going to be taken into consideration as they will be called to carry out the testing of the potential Energy Supporters and Mentors after the trainings.

4.4.6 Format

The test consists of three types of questions including knowledge, skills, and competency. The knowledge part will have about six (6) multiple-choice questions, the skills part about (4) multiple-choice questions and the competency part about (3) multiple-choice questions. All questions are of equal importance and the number of them can be specified by the national partners that will lead the process.

The multiple-choice questions/ items may be in the form of:

- ▶ a **statement/question** and the participant needs to choose the correct answer or choice, or
- ▶ an **incomplete statement/ sentence** and the participant needs to complete it with

the correct part of the sentence that is missing from a number of given options (usually four).

All information included in the questions and the case study or exercise will suffice alone for the participants to find the correct answer and they do not need to consult other sources.

The multiple-choice tests will be developed by the POWERPOOR's trainers, who are experts on the areas taught during the training sessions and adjusted by the national partners to reflect the situation of the participating countries.

Thus, an inventory of possible multiple-choice questions and case studies is being developed and will be available under the work done in WP3. The national partners can use this inventory to design multiple-choice questions and case studies and build their tests in accordance with the national contexts. They are also free to create their own assessment questions, as the learning modules will be adjusted in the pilot countries' local context as long as the questions follow the certification scheme's instructions.

Example 1:

Choose a small investment on energy efficiency measures from the list below:

- a) *Draft proofing*
- b) *Roof insulation*
- c) *Instalment of solar thermal collectors*
- d) *Replacing old household appliances with energy efficient ones*

The correct answer is a.

Example 2:

Complete the sentence:

One small investment on an energy efficiency measure is

- a) *Draft proofing*
- b) *Roof insulation*
- c) *Instalment of solar thermal collectors*

The correct answer is a.

4.4.7 Procedure

As mentioned previously, the training sessions will take place at a time and place selected by the organising partner in each pilot country. The duration of the Energy Supporter's training will be five (5) hours and of the Energy Mentors' an extra two and a half (2.5) hours. After the trainings are completed, the participants will be sent an email so that they can follow the assessment process. A reasonable amount of time will be given to the participants to finish the test (e.g., a week, or ten days), after the completion of the training programme.

As POWERPOOR activities are taking place during the pandemic of COVID-19, the certification process will be carried out online, while the language of the assessment will be the same as the respective training's presentations, except if the national partners deem that English also suffice.

The assessment procedure starts after the training sessions and follows the next steps:

For the Participants

Step 1: Registration in the testing tool (if needed)

After completing the trainings, the participant that wishes to be assessed and get certified, need to register for the testing session, according to the directions given by their trainers by email. They also need to accept the described requirements (to agree with the procedure, the GDPR regulations and the Honour Code).

Step 2: Taking the Test

The participants, after having gained access to the online tool, will have to take part in the test session before a given date, and with specific time available (30 to 45 minutes, 30 will be for the potential supporters and 45 for the potential mentors) after starting the testing session. The time limitations can be regulated through the tools' functionalities if needed. The testing will have three parts (knowledge, skills, competency). The knowledge part will have about 6 multiple-choice questions, the skills part about 4 multiple-choice questions and the competency part about 3 multiple-choice questions. All questions are of equal importance.

Step 3: Certificate's awarding

The participants that score at least at 60% in total will get awarded with the POWERPOOR certificate.

For the Facilitators/ Assessors

Step 1: Preparing the assessment

The assessors are the national partners that have at their disposal the inventory of multiple-choice questions and case studies to build their assessment tests. However, the assessors in each country will be responsible for the final drafting of the test. This will enable them to adjust the testing to the local context.

Step 2: Registration in the testing tool

The assessors need to send via email to the participants all the information needed about the assessment process and the requirements. Within the information, each assessor needs to include the link of the online testing tool and the submission deadline. They also need to explain with clarity the needed actions regarding the registration.

Step 3: Facilitating the Test

The trainers will explain the testing process and provide any support if needed regarding the facilitation of the testing.

Step 4: Certificate's awarding

The assessors will have to review each participant's answers and assess the performance of each potential supporter/mentor according to the standards provided. The assessors will be responsible to prepare the certificates and deliver them to the participants who successfully passed the testing session.

4.4.8 Deadlines

The participants will have to respect two deadlines. They have to:

- ▶ take part in the assessment session before the given deadline.
- ▶ finish the test (after initialising it) within specific time limit (30 to 45 minutes).

If they fail to respect the deadlines, they will be given only the proof of attendance and they will be asked if they are willing to retake the test and respect the deadlines.

4.5 Assessors

The POWERPOOR trainers will be appointed as assessors for their country's potential supporters/ mentors' certification. The POWERPOOR trainers, have the capacity needed to train the potential supporters and mentors, and they are also able to assess them as they are familiar with all the material.

The assessors are trainers themselves that have been trained and assessed through the 'train the trainers' session within WP3, so they will be able to provide any support needed and to facilitate the process.

The assessors will need to act under the directions of the current assessment framework, so as the assessment ethics can be followed and applied without deviations.

The assessors will have obtained themselves both certification options, namely the "Energy Supporter" Certificate and the "Energy Mentor" Certificate.

The assessors will be supported throughout the project as for instance in using the appropriate testing tools. Specialised training to the assessors is not required, as the standards are straight-forward enough. No open-end questions will be included, so no further interpretation is needed, and thus the assessors do not need further knowledge than the one they already have, to implement the standards.

4.6 Testing cycles

Several POWERPOOR training activities including face-to-face seminars, training seminars, and webinars have been planned for the supporters & mentors to take place as described in section 2.3.4 during the 3 engagement cycles: the "testing", the "scale-up" and the "replication" cycles.

- ▶ the first cycle is the "testing" cycle between May and December 2021. At least 26 training activities will be offered across the pilot countries.
- ▶ the second cycle is the "scale-up" cycle between January and December 2022.

At least 24 training activities will be offered.

- ▶ the third cycle is the “replication” cycle between January and July 2023. At least 5 training activities will be offered in an EU level.

Most of the training activities (at least 50) will take place during the first two engagement cycles (May 2021 to December 2022) to allow enough time for the Energy Supporters & Mentors to engage and support energy poor households (within the scope of WP3 and WP4). As a result, each project partner that facilitates the trainings locally is responsible to conduct the assessment procedures after each training, according to the drafted plan of trainings as presented in Table 4 of the document at hand.

4.7 Format of the “POWERPOOR certificate” document

The “POWERPOOR certificate” is a document awarded to the participants to verify their participation and successful assessment of the POWERPOOR training activities that they completed either as mentors or supporters, verifying that they have the knowledge, skills, and capacity to support citizens suffering from energy poverty at a household or community level.

On the document, a short description of the content and scope of the POWERPOOR project and the assurance for the completion of the training programme of the named participant will be given.

Regarding the details on the document, the following will be indicated for each person individually:

- ▶ Logo of the European Commission and disclaimer
- ▶ Logo of the POWERPOOR project.
- ▶ Short description of the content and the scope the POWERPOOR project.
- ▶ Title and short description of the Certification option they followed.
- ▶ Date of issuing for the certificate
- ▶ Name of the participant.
- ▶ The certification body (the coordinator and the national partner).
- ▶ Signatures by the coordinator and one person responsible from the national partner.

The document can be bilingual. English will be used as the first language, and each POWERPOOR partner’s language, as the second one. A draft of the “POWERPOOR certificate” can be found in Annex 2 of the document at hand. The Certificate will be translated if the partners deem it is necessary.

All details will be adjusted to be consistent with POWERPOOR’s visual identity as it is developed under the scope of WP6.

4.8 Benefits

The participant may reap multiple benefits by taking part in the POWERPOOR energy supporter/mentor programme, and these can be separated in two general categories: the horizontal ones and the ones customised for the younger individuals.

Horizontal

Some of the expected benefits are:

- ▶ Participating in a well-structured training process prepared by experts on the field of energy poverty that combines theory, practice, and formal testing.
- ▶ Capacity building on energy poverty alleviation policies and practices, on energy efficiency interventions' design and energy communities/cooperatives set-up, led by recognised energy experts.
- ▶ Promoting the supporters and mentors' personal development, such as the soft and communication skills that are part of the training, so they can be able to cope with the "on the field" work.
- ▶ Awarding of a Certification on energy poverty alleviation which proves the holder's capacity on the area.
- ▶ Becoming a member of an extended EU-wide network of mentors and supporters.
- ▶ Gaining visibility through our website and social media campaigns.
- ▶ Gaining a sense of accomplishment by a contributing to the alleviation of a phenomenon that affects many households and communities.
- ▶ Networking with experts and recognised professionals in the field of energy transition.
- ▶ Enhancing the CV and the professional credibility, opening new career opportunities.
- ▶ Gaining hands-on working experience via supporting households on the field and working with energy communities. This benefit is especially valuable for the newcomers in the job market.

The POWERPOOR consortium is willing to give the opportunity to some of the supporters and mentors especially the ones with the highest impact to participate to the project's final event or other European inspiring events, relevant to sustainable energy, energy access or energy transition. This issue will be aligned with the actions within WP5 and WP6 will be investigated further depending on the Covid-19 situation at the time.

Younger Individuals

The POWERPOOR project aims also at engaging younger people to work on the field of energy poverty alleviation, as they are the future leaders in the fair energy transition.

Therefore, extra benefits are predicted for the participants under the age of 30. Each project partner will work on identifying local opportunities for younger supporters/mentors, such as:

- ▶ Internships/ apprenticeships opportunities in allied energy actors (energy market/ NGOs/ other).
- ▶ Consultation/ orientation sessions with recognised professional experts.
- ▶ Networking with national actors around the issue of energy poverty and sustainable energy.
- ▶ Other benefit schemes customised in a local context.

4.9 Obligations

As a prerequisite, the participants need to take part in and complete successfully the training to become an Energy Supporter and Mentor. After they have successfully gotten certified as mentors or supporters, each participant will commit to undertake specific activities to fulfil their role as an Energy Supporter or Mentor, combining theory and practice as follows:

- Providing support to on average at least 15 energy poor households per year within the project duration enabling them to better understand their energy usage, implement energy efficiency interventions and encourage them to participate in energy communities / cooperatives (this number may vary per country according to the national KPI, specific numbers can be found in the work performed under Task 5.1).
- Providing online support via the help desk within the project duration and beyond (1-5 times per month from each Supporter/Mentor).
- Perform selected home visits to provide technical support to citizens suffering from energy poverty.
- Report back to project partners on visits and provide information on the state of the building, discussions held, and the proposed measures to implement (a customised google form will be developed, it will take no more than 15 minutes to complete it, the form can be customised if needed to accommodate the different national contexts).
- Present opportunities for participating in joint initiatives or innovative financing schemes to households suffering from energy poverty and offering support to them while they join.
- Actively contribute via providing feedback to the training of new Supporters/Mentors, to ensure the sustainability and the continuous growth of the network.

The aforementioned obligations will be fulfilled in the context of the energy poverty support programmes that will be developed in each pilot country.

Regarding the activities, the supporters and mentors will provide technical support to energy poor households, either online or by performing on-site home visits, and report back to the POWERPOOR partners for feedback and for the overall optimisation of the support program. The technical support will be provided to on average at least 15 energy poor households per supporter/mentor every year, either online or directly by undertaking selected home visits. Regarding the home visits, the supporters/mentors will allocate and analyse the energy consumption patterns to propose relevant actions and changes that can contribute to energy efficiency with positive impact on energy savings and costs. Ideally, this action will have the form of an interview of 30 to 45 minutes, while the extra administrative work is expected to be maximum 15 minutes. Online support via the help desk (1-5 times per month from each Energy Supporter/Mentor) within the project duration and beyond is also within the expected role of supporters and mentors. To do so, communication channels are expected to be used, so that supporters/mentors and citizens can interact and exchange knowledge. Finally, technical support for joining an energy community or cooperative or setting up a crowdfunding campaign will be provided. Fulfilling these obligations is part of becoming an Energy Supporter and Mentor. Of course, since the project aims at engaging the community and raising the interest of individuals, every Energy Supporter and Mentor will contribute to the best of their abilities and every single individual engaged is important, even if they do not have the maximum possible impact, since they still contribute on alleviating energy poverty.

The national partners will monitor the progress made by the Energy Supporters and Mentors and they will have to keep track of everything using the KPI templates developed under subtask 5.1. The POWERPOOR project will continuously monitor the impact in a local, national and EU level and adjust accordingly when deemed necessary.

4.10 Exclusive Condition

Participation in the POWERPOOR network will be suspended when individuals do not fulfil their respective obligations within established deadlines. Individuals will be notified via email.

4.11 Consent forms

To be GDPR compliant as it has been described in Deliverables 7.1 and 7.2 the Energy Supporters and Mentors need to give their consent and to fill in the respective consent form especially if they are to be displayed in the POWERPOOR website. For this reason, a relevant consent form has been developed and can be found in Annex I of Deliverable 7.1. If needed the consent form will be updated and translated to the national languages. The national partners are obliged to collect the consent forms and store them safely.

4.12 Exploitation potential

After the completion of the project, the POWERPOOR approach as a whole will be sustained by the POWERPOOR Alliance that will be developed under the scope of WP5. The same stands for the certification scheme. The members of the Alliance need to keep the training materials up to date and the network of the Energy Supporters and Mentors up and running. More details can be found in D5.1 and will be updated in D5.3 that is the final version of the exploitation and sustainability plan for the POWERPOOR project.

5 Conclusions

The POWERPOOR certification scheme is a dynamic framework that can be customised to the needs of the different national contexts. The scheme offers on the one hand a verification means certifying that the person holding it followed a training process and got tested obtaining the capacity needed to offer support in alleviating energy poverty in a household or a community level, depending on the type of certificate and training they followed. On the other hand, the certificate can work as a further incentive for the potential Energy Supporters and Mentors to be engaged in the POWERPOOR project activities and to support the overall approach as it is associated with many benefits ranging from gaining a sense of accomplishment by offering support to becoming a member in a fast-growing network of experts that work on mitigating the phenomenon.

In the document at hand, all the certification process as a whole is explicitly described as it was developed through a co-creative approach taken within the partners of the consortium. Of course, since the countries participating in the POWERPOOR project have many differences the certification scheme can easily be adjusted to accommodate the different needs while keeping the same principles and standards. The POWERPOOR certificate is also accompanied by the POWERPOOR Proof of Attendance, for the individuals that want to get trained but for some reason fail to become an Energy Supporter or Mentor.

The POWERPOOR approach is based on the engagement of individuals and of communities and on the establishment of a strong EU wide network aiming at alleviating energy poverty in a local, regional, national and even EU level. This means that individuals that wish to get involved will be encouraged to do so and to contribute to the best of their abilities in alleviating the multidimensional phenomenon of energy poverty since all contributions and the engagement of the community as a whole are a necessity.

References

Cedefop (2015). European guidelines for validating non-formal and informal learning. Luxembourg: Publications Office. Cedefop reference series; No 104. <http://dx.doi.org/10.2801/008370>

Annex 1 - Test example

Knowledge part question

Choose small and medium investment in energy efficient measures from the list below:

- a) Draft proofing
- b) Roof insulation
- c) Instalment of solar thermal collectors
- d) Replacing old household appliances with energy efficient ones

The correct answers are a and b.

Skills part question

After having logged in your POWERPOOR Toolkit account, how many buildings are you allowed to register?

- a) One
- b) Ten
- c) As many you want

The correct answer is c.

Competency part question

You visit one household as a certified energy supporter aiming to identify whether the family suffers from energy poverty using the POWERPOOR toolkit. Noone in the family's members has any idea about the household's annual energy consumption, neither regarding the electricity nor the other fuels used for heating.

What is the first think you do?

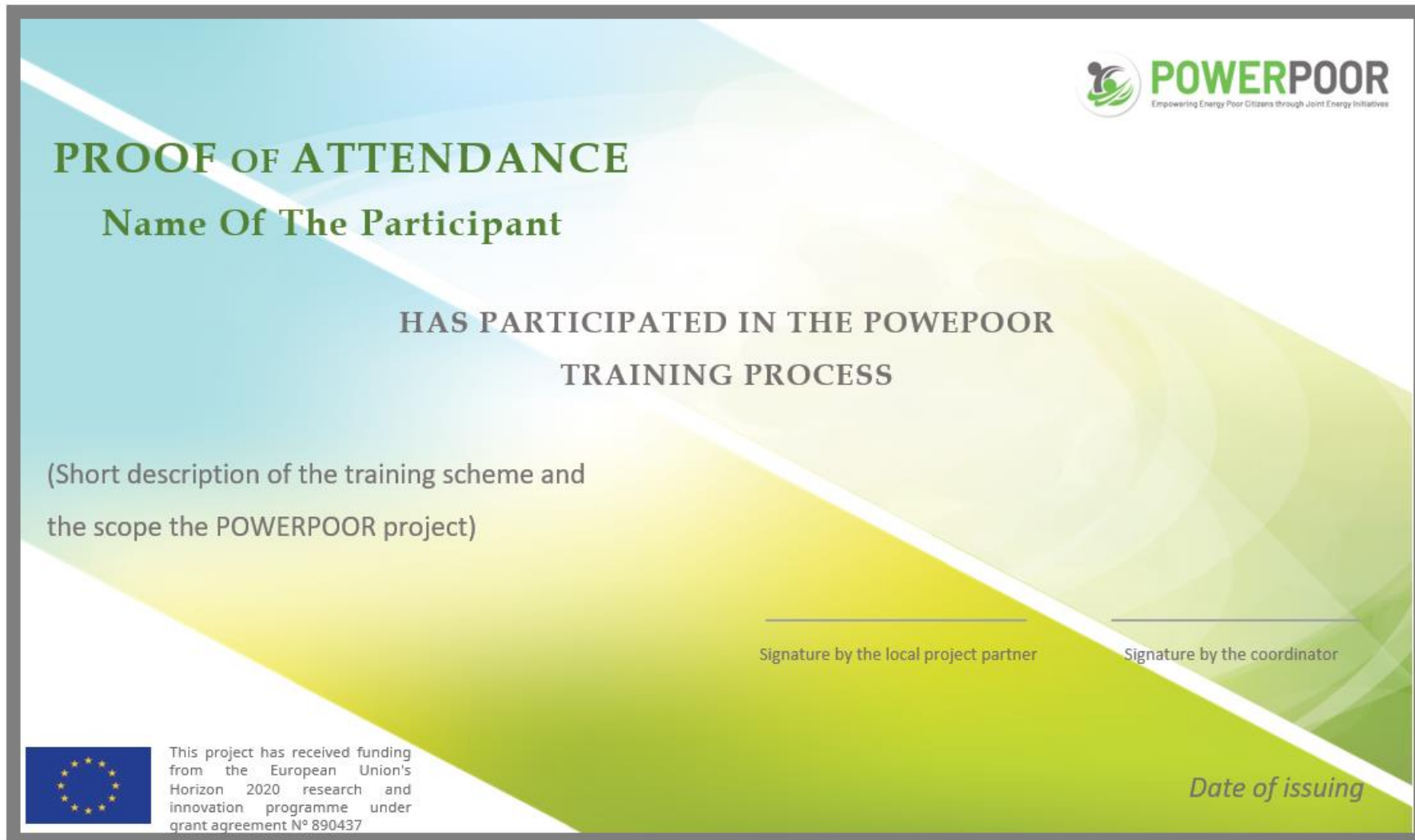
- a) Ask kindly for all the electricity and energy bills they have available.
- b) Call the electricity/energy provider(s) to get information.
- c) Quit the try, thank them all for their patience and leave.

The correct answer is a.

Annex 2 – Certificate templates

Proof of attendance template

Indicative template for the proof of attendance



The certificate template features a background with a diagonal split: light blue on the top-left and light green on the bottom-right, separated by a white diagonal line. The text is centered and uses a mix of bold and regular fonts. The POWERPOOR logo is in the top right corner. At the bottom left, there is a small European Union flag icon and a text box providing funding information. Two horizontal lines for signatures are positioned in the lower right area, and the text 'Date of issuing' is located at the bottom right corner.

POWERPOOR
Empowering Energy Poor Citizens through Joint Energy Initiatives

PROOF OF ATTENDANCE

Name Of The Participant


**HAS PARTICIPATED IN THE POWERPOOR
TRAINING PROCESS**

(Short description of the training scheme and
the scope the POWERPOOR project)

Signature by the local project partner

Signature by the coordinator

Date of issuing

 This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement N° 890437

POWERPOOR Certificate template

Indicative template for the POWERPOOR Certificate



The certificate template features a background with a diagonal split between light blue and light green, separated by a white diagonal line. The POWERPOOR logo is in the top right corner. The main text is centered and reads: 'ENERGY SUPPORTER/ MENTOR', 'THIS CERTIFIES THAT', 'NAME OF THE PARTICIPANT', 'HAS SUCCESSFULLY COMPLETED THE POWERPOOR TRAINING PROCESS'. Below this is a placeholder for a short description. At the bottom, there are two signature lines for the local project partner and the coordinator, and a date of issuing field. A European Union logo and funding information are in the bottom left corner.

 **POWERPOOR**
Empowering Energy Poor Citizens through Joint Energy Initiatives

ENERGY SUPPORTER/ MENTOR

THIS CERTIFIES THAT

NAME OF THE PARTICIPANT

HAS SUCCESSFULLY COMPLETED THE POWERPOOR TRAINING
PROCESS

(Short description of the certification scheme and the scope the POWERPOOR project)

Signature by the local project partner

Signature by the coordinator

Date of issuing

 This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement N° 890437